



Landhotel Calador S.L.

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EU Data Protection (EUDATAP)

Data protection in accordance with the EU Data Protection (EUDATAP) regulations

Responsible for the data:

Landhotel Calador S.L. (hereinafter referred to as "we", "us", "our" or Landhotel Calador S.L.), a limited liability company based in Ibiza, Spain. Registered office of the Company/El domicilio de la sociedad/Place of business: Abad y Lasierra 2, 07800 Ibiza, España.

Personal data we collect:

Personal data is all information about you with which we can identify you, such as your name, contact details and payment data.

We may collect personal information about you when you make a booking with us (either directly or indirectly through our trusted partners). If you contact us with an enquiry, we only collect the content you have provided in your E-mail.

Specifically, we may collect the following types of data:

1. Name, address, e-mail address, telephone number, passport number or the number of another approved identification document, credit or debit card information and other payment details.
2. Additional guest information in case of booking, including your name, nationality, date of birth, gender, number, address, expiry date and country of issue of the passport or identity card.
3. The messages you send or exchange with us through letters, emails, chat services, calls and social media.

How and for how long we use your data:

Your data can be used for the following purposes:

1. Provision of requested services: We use the information you provide to us to provide the services you have requested in connection with your hotel or restaurant booking, including requested changes.
2. Notification in the event of a change or cancellation of your bookings or in the event of enquiries about any changes in availability. We will send you information about the services you have requested and about changes to these services. These communications are not for marketing purposes and it is not possible to unsubscribe.
3. Verification or verification of credit cards or other payment cards: We use your payment information for accounting, billing and auditing purposes and to detect and/or prevent any fraudulent activity;
4. Administrative or legal purposes: We use your data for the legal requirements, such as registration with the Civil Guard as well as for issuing invoices including down payment and pro-forma invoices and all requirements required by Spanish tax and other relevant laws.
5. Marketing: We will usually only send you New Year's greetings once a year. By booking our services you agree to receive this greeting email(s). However, you can decide during the booking whether or not you wish to receive such information. In addition, in each email you receive from us,

you can decide whether or not you wish to continue receiving this email(s). You also have this right by sending us a corresponding order in writing at any time.

We will only process your personal data if we have a legal basis for doing so. The legal basis is based on the purposes for which we have collected and must use your personal data.

In most cases we need your personal data to conclude an accommodation contract with you.

We may also process your personal data for one or more of the following reasons:

- To comply with a legal obligation (e.g. reporting obligations or the obligation to prepare proper invoices within the meaning of Spanish tax law);
- To protect your essential interests or those of another person (e.g. in a medical emergency);
- It is in our legitimate interest as an operator of an accommodation and catering business (e.g. for administrative purposes).

We will not keep your data longer than is necessary for the purpose for which they are processed. To determine the appropriate retention period, we consider the amount, type and sensitivity of personal data, the purpose for which we process your personal data and whether we can achieve this purpose by other means.

We must also take into account the periods during which we may need to retain your personal data in order to comply with our legal obligations or to process complaints and inquiries as well as to protect our legal rights in the event of a claim being made.

If we no longer need your personal data, we will delete or destroy it irretrievably.

Security of your personal data collected by us:

We adhere to strict security regulations when storing and forwarding as well as protecting your personal data against accidental loss, destruction or damage as far as possible. Your emails and billing information will be kept in a password-protected computer for as long as needed, and your credit card information will be stored in a triple 192-bit encrypted file.

Disclosure of your personal data:

Your personal data will only be passed on to our tax consultant or to the Spanish authorities authorised for this purpose if necessary.

We may share your personal information with the following third parties for purposes described in this Privacy Policy:

1. Government agencies, law enforcement agencies, supervisors to comply with legal requirements;
2. Banks, credit and debit card companies, as far as necessary for the processing of your payments;
3. Legal advisors and other professional advisors, courts and law enforcement agencies to enforce our rights in connection with our contract with you;

Website Tracking (Cookies):

No cookies are used on our website(s) and the information you provide will not be processed, with the exception of the information you enter in the form for e-mail; processing will not take place on the home page and will not be stored there either.

Data protection officer:

We have appointed a data protection officer to verify compliance with this data protection declaration: Woman likes. If you have any questions about this privacy policy or how we use your personal data, please contact us at one of the email addresses provided in the disclaimer. You have the right to file a complaint with a supervisory authority at any time. The Spanish Data Protection

Commissioner is the supreme data protection supervisory authority for us as the Spanish data controller.

Your right to privacy of your data:

You have the right in certain circumstances to obtain the following information and so on or to make demands on us:

- Information if and if yes, which personal data we have stored about you to request information about your personal data (generally known as “right of the person concerned to information”). This gives you the opportunity to request the personal data that we have stored about you and to check whether we are processing it lawfully.
- To request the correction of the personal data that we have stored from you if it is incomplete or incorrect.
- To request the deletion of your personal data, namely that we delete or remove personal data if there is no reasonable reason to process them further. You also have the right to request us to delete or remove your personal data if you have exercised your right of objection to the processing.
- The right to object to the processing of your personal data if we (or third parties) invoke a legitimate interest and you wish to exercise your right to object.
- Request and right of restriction and suspension of the processing of your personal data.
- Revoke consent. Under certain circumstances, if you have given us permission to collect, process and transfer your personal data for a specific purpose, you have the right to revoke your consent for that specific purpose at any time. Once we receive notice that you have withdrawn your consent, we will no longer process your data for the purpose(s) you originally agreed to, unless we have another legitimate and legal basis for doing so.

If you wish to exercise any of these rights, please send us an email to one of the email addresses given in the disclaimer.

The information or exercise of your rights regarding your personal data is free of charge, unless your request is clearly unfounded or disproportionate. Alternatively, in these circumstances, we may refuse to allow access.

We may need to ask you for more detailed information to confirm your identity and to guarantee your right to access the information or to exercise your rights.